

JOB OPPORTUNITY

Posting Date

MASSACHUSETTS TRIAL COURT

Job Description and Qualifications for Operations Supervisor Series

This position is part of a series that includes a number of levels. Employees are appointed to the entry level and are eligible to advance to the higher levels consistent with this job description and Trial Court policies.

All Applications must be received by:

SUMMARY OF SERIES:

This series is responsible for supervising a major work unit within an office of a Clerk-Magistrate, Register of Probate or an equivalent office. Work involves assigning and reviewing work, training and appraising personnel, and other supervisory duties. In addition, this series is responsible for providing service to the public and other individuals with business with the court consistent with policies on confidentiality. The position title above the entry level requires the performance of increasingly more responsible and varied work which requires more knowledge of overall court and administrative operations. Employees are appointed at the entry level position title and are eligible for reclassification to the higher level position title within this series consistent with the specifications for the higher level position title. The position title reverts to the entry level when there is a vacancy.

ORGANIZATIONAL LEVELS:

Operations Supervisor I - This is the entry level position title within this series. Employees at this level are expected to supervise a major work unit of an office and to perform the full range of case processing duties.

Operations Supervisor II - This is the second level position title within this series. Employees at this level are expected to perform advanced supervisory duties and to be involved in quality control activities within the entire work unit. May also serve as the back-up to the Office Manager.

MAJOR DUTIES:

_____ Operations Supervisor I Duties:

_____ Supervises a major work unit within an office of a Clerk-Magistrate, a Register of Probate, or an equivalent office, such as criminal or specialized civil work units.

Supervises all case processing activities within a major work unit, including the

preparation of record entries, court orders, bonds, judgments, warrants, court lists and various dockets, assures the completeness and accuracy of court records, coordinates the scheduling of cases and hearings, and the maintenance of all files.

Provides supervision and direction to subordinate staff and coordinates work flow within the major work unit, including distributing work, disseminating information, assigning staff to cover for absences, providing technical assistance, answering questions, and resolving problems within the work unit supervised.

Supervises the development and implementation of training programs within the work unit supervised.

Serves as a liaison between the work unit and other offices and outside agencies for the distribution and collection of information and to resolve operational issues.

Provides customer service to attorneys, litigants, law enforcement personnel, and the general public. Serves as a point of contact for information concerning cases processed within the major work unit who is capable of responding to any inquiry within established guidelines. May use specialized communication skills in performing these duties.

Develops and implements new procedures and responds to changes in statutes and administrative policies.

Trains staff in the use of automated systems and word processing software, introduces new versions or functions, trouble shoots problems, and attends meetings.

Assists in the preparation of the budget for the work unit, office, or court.

Performs administrative work for a supervisor.

Supervises the collection and reporting of statistics concerning cases processed.

Performs the duties of a lower level series as required.

Operations Supervisor II Additional Duties:

Performs advanced supervisory duties, including reviewing work performance, motivating subordinates to work more effectively, identifying problems with performance and solutions to those problems, determining training needs to improve performance, initiating informal measures to correct misconduct or making recommendations for formal discipline.

Regularly monitors the accuracy, completeness, and timeliness of case processing activities within the major work unit supervised.

Evaluates and recommends ways to improve case processing activities within the major work unit supervised.

Participates in the hiring and promoting of staff within the work unit supervised, including serving on a panel to interview applicants and making recommendations to

superiors.

Prepares and/or processes personnel actions such as promotions, appointments, transfers, leaves of absences.

Supervises the maintenance of personnel records and time sheets for staff supervised. Coordinates time off requests to ensure adequate coverage.

May serve as the back-up to the Office Manager as required.

Performs the duties of the lower level within this series as required.

POSITION REQUIREMENTS:

Operations Supervisor I Requirements:

Graduation from high school or its equivalent and a minimum of six years of experience in an office of a Clerk-Magistrate, a Register of Probate or equivalent office, or an equivalent combination of education and experience (especially supervisory experience). Prior experience as a Case Coordinator preferred.

Thorough knowledge of state statutes, court procedures and policies, legal documents and terminology, laws, and functions of the court.

Thorough knowledge of the rules, practices, and procedures pertaining to the work unit supervised.

Considerable knowledge of and ability to use personal computers and related software, and the ability to train staff in their use.

Excellent organizational skills.

Demonstrated ability to plan, assign, and supervise the work of subordinate employees engaged in a variety of court activities.

Demonstrated ability to identify and understand problems and to determine the appropriate measures to take to solve those problems.

Considerable interpersonal skills, including the ability to establish and maintain effective working relationships with others.

Ability to maintain a variety of complex records and to prepare reports from such records.

Ability to express ideas concisely and clearly, orally and in writing.

Considerable experience and demonstrated ability to serve the public and others with business before the court in a courteous and professional manner.

Ability to perform the full range of case processing duties.

Operations Supervisor II Additional Requirements:

A minimum of three years of experience as an Operations Supervisor I.

Considerable knowledge of Trial Court personnel policies and procedures and the demonstrated ability to make decisions and take actions consistent with those policies.

Considerable knowledge of effective supervisory and management techniques and demonstrated ability to utilize those techniques.

Demonstrated ability to organize, direct and perform high level supervisory duties in a manner conducive to full performance and high morale.

Demonstrated ability to monitor case processing activities in order to maintain quality control standards.

Demonstrated ability to identify problems and to recommend improvements to case processing activities.

ENTRY LEVEL SALARY:

Completed Trial Court Application for Employment should be forwarded to:

Applications for Employment are available at all court locations and at the Administrative Office or may be downloaded from <http://www.mass.gov/courts/jobs> or from the Trial Court Intranet web site at <http://trialcourtweb.jud.state.ma.us/jobs> .

AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER